



SHADOW Real-time Dashboard from Resource Software International

Most companies are faced with fierce competition, tight margins and demanding customers. Cost control and intelligent investment decisions are not only a necessity, but for many, a matter of survival.

SHADOW Real-time Dashboard (RTD), from Avaya DevConnect Technology Partner Resource Software International (RSI), provides supervisors with instantaneous metrics about their communication facilities and offers call center agents immediate feedback. With SHADOW RTD, companies can improve contact center performance without having to rip and replace existing equipment.

Part of the DevConnect Select Product Program, SHADOW RTD accesses system metrics from Avaya IP Office via CTI Link Pro. Avaya IP Office is a simple, powerful collaboration solution for small and midsize companies that offers increased scale, flexible deployment options, simplified management, and support for enterprise branch deployments.

Using the data collected from IP Office, SHADOW RTD can be configured to highlight and alert managers if pre-set

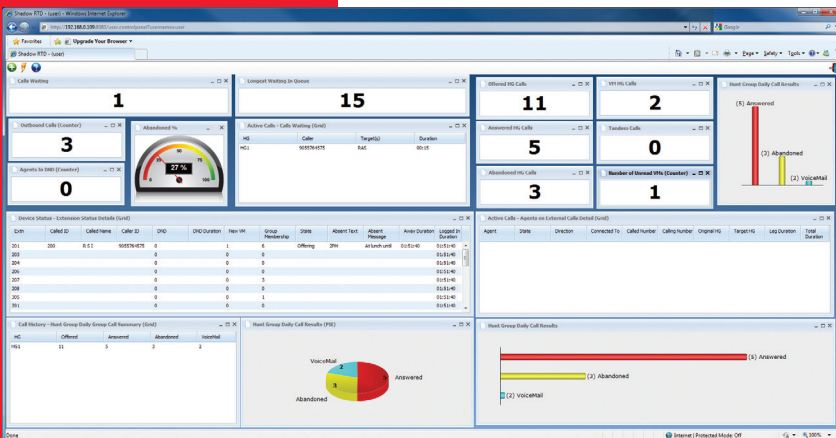
triggers are met or exceeded. Managers can view statistics for multiple communication facilities from one browser, and receive alerts via e-mail, text message, audible alarm, screen flash or network broadcast. Browser accessibility also allows managers to access SHADOW RTD statistics locally, or from a remote location via laptop, tablet or smartphone.

Features

- Hunt group, traffic or emergency event analysis for one or more network facilities
- Mission-critical data monitoring for agent, auto attendant, voice mail and other usage metrics
- Real-time grids, graphs and other widgets identify activity, patterns and trends
- Browser-based interface is accessible by one or more users for real-time local or remote monitoring
- Real-time notification of user defined system alerts to SMS, e-mail, audible alarm and broadcast to online users

Benefits

- **Dynamic communication system.** Real-time monitoring allows administrators to highlight bottlenecks, system hacks, overflows and response times, helping create a more dynamic and effective communication ecosystem.



About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more, or register for membership, please visit www.devconnectprogram.com

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com

- **Improved performance.** Instantaneous metrics provides supervisors with real-time performance statistics and offers contact center agents immediate feedback, helping improve contact center response times and effectively manage staffing requirements.
- **Enhanced mobility.** Browser-based access allows managers to retrieve real-time communication metrics from their desktop, tablet or mobile device, enabling them to immediately react to faults on mission-critical facilities from anywhere.

System Requirements

SHADOW Real Time Dashboard requires one processor to host the server software. Other software requirements include:

- Application server: Microsoft Windows Vista, Windows 7 or later operating system
- Client PC: Latest version of Microsoft Internet Explorer, Apple Safari, Mozilla Firefox or other popular browser

Learn More

To learn more about Avaya solutions and DevConnect Technology Partner RSI, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at www.devconnectmarketplace.com

About Resource Software International

Founded in 1990, RSI develops, manufactures and distributes total communication management solutions for small to medium and large enterprise organizations. It offers a wide range of products including call accounting, hotel/motel billing, healthcare management, real-time dashboard, contact center reporting, switch administration, emergency notification wireless/mobile tracking, CTI applications and cloud-based telecom services. RSI offers organizations the training and resources they need to determine the health of their communications ecosystem.

The RSI call management portfolio spans a broad range of industries including retail, education, tourism, brokerage, professional, hospitality and healthcare as well as government. It also provides unique integration to hotel property management systems, emergency notification and professional accounting packages.

Headquartered in Oshawa, Ontario, RSI has distributors in Australia, New Zealand, Asia, Europe, South America, United States and Canada.

For more information, visit www.telecost.com/avaya

About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products are handpicked for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP products eliminate the hassle of managing multivendor relationships and are easy to order through the standard Avaya order processes.

© 2015 Avaya Inc. All Rights Reserved.

Avaya and the Avaya logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All other trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. 10/15 • UC7043DEV-01